

# ***Hurricane Rina***

## ***Frequently Asked Questions***

### ***1. Can the Consulate assist me in getting or changing a plane reservation?***

Unfortunately, the Consulate is not able to assist with flight arrangements. As of Wednesday morning, the Cancun airport remains open, and some airlines have added flights to assist travelers wishing to depart Cancun. Please contact your airline directly for assistance.

### ***2. I am trying to get in touch with a friend or relative in the area affected by Hurricane Rina. Can you help?***

If your friend or relative is a U.S. citizen, we can try to locate them , ascertain their welfare and, as appropriate, either offer assistance or alert local authorities to their situation. With their permission, we will let you know their situation, time permitting. Due to a limited number of telephone operators, we are able to take action more quickly on requests we receive by e-mail. Please fill out [this form](#) as completely as you can and send it to us at [rinaemergencyusc@state.gov](mailto:rinaemergencyusc@state.gov).

### ***3. Are the airports open? What about the ferry from Cozumel to the mainland?***

This information will be updated as soon as it changes. The airports and ferry are expected to close temporarily as the storm passes. The Cancun and Cozumel airports remain open, but the passenger ferry has stopped running between Playa del Carmen and Cozumel. The Cozumel airport is scheduled to close temporarily at 8pm on Wednesday October 26. Some airlines have added flights. Americans attempting to make travel plans should contact their airline. The airport advises travelers not to proceed to the airport unless they have a ticket in hand—people hoping to travel should contact airlines by phone rather than going to the airport.